

Oliver Accountancy Ltd

DATA PROTECTION AND PRIVACY Policy

This policy applies to the Oliver Accountancy Ltd in England.

We are committed to ensuring that your privacy is protected, and we strictly adhere to the provisions of the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and will be compliant with the EU General Data Protection Regulation (GDPR), which comes into force on the 25th May 2018.

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

For further information on these rights you can contact the ICO via one of the options on their website <https://ico.org.uk/global/contact-us/>

Our Privacy Policy, together with our terms and conditions, sets out how we collect personal information from you, or how you provide us with personal information, which will be processed by us.

Controlling your personal information

At Oliver Accountancy, we take your privacy seriously and comply with the Data Protection Bill, 25 May 2018.

We ensure that we hold only details that each customer has authorised Sauté to hold, for specific purposes that have been defined to each customer.

We do not hold any credit card details on site. Once payment is taken, all credit card details are destroyed and are no longer accessible to any staff member or our credit card processor.

WHAT WE COLLECT

When someone visits our website we collect standard Internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way that does not identify anyone. We do not make any attempt to find out the identities of those visiting our website using the data in the logs. We will not associate any

log data gathered from this site with any personally identifying information from any source.

Comment and Enquiry Forms

Our website allows visitors to contact us via an enquiry form. We collect the following information: Name, contact number, Email and Enquiry Message. We require this information to improve our services and be able to respond to visitor enquiries.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies that are used by this website are necessary in order for us to improve our website for all the users. Cookies are not shared with any third parties.

The following cookies will be set.

Google Analytics: We use Google Analytics to monitor and report on our website usage such as the number of visitors to the site, search phrases used to find us, pages visited on the site and time spent on the site. The statistics gathered are a necessary requirement in order for us to provide and improve our services and to stay competitive. The cookies do not identify users nor associate your IP address with any personally identifiable information.

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Google's privacy policy is found here www.google.com/analytics/learn/privacy.html Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit

www.allaboutcookies.org

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, as such sites are not governed by this Privacy Statement. You should exercise caution and look at the Privacy Statement applicable to the website in question.

RIGHTS TO ACCESS INFORMATION

You have the right to request a copy of the personal information we hold about you, except where releasing that information would breach another person's privacy or where an exemption applies.

You may request in writing that Oliver Accountancy disclose details of data which it holds about you and the purpose for which such data is held. A 'Subject Access Request Form' will be supplied upon request. We'll need your passport or driver's licence for proof of identity.

If we do hold information about you, we'll:

- give you a description of the categories of personal data;
- tell you why we are holding/processing it;
- tell you who it has and or might be disclosed to; and
- let you have a copy of the information in an intelligible form.

If we hold incorrect information about you, you can ask us to correct any mistakes by contacting the Data Protection Officer. We'll use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files.

Please address requests and questions about this or any other issue related to this policy to the Data Protection Officer, and email: info@oliveraccountancy.co.uk

Right of rectification:

You have the right to update or amend the information we hold about you if it is incorrect.

You can do this by updating your profile online or by contacting the Data Protection Officer at info@oliveraccountancy.co.uk

Right of erasure:

Ask us to remove your personal information from our records. If you request that your data be erased without undue delay, we'll securely dispose of it if one of the following grounds applies:

- the data is no longer necessary for the purposes it was collected;
- you withdraw your consent and there is no other legal ground for processing the data;
- you object to the processing of data for direct marketing purposes; and
- we have unlawfully processed your personal data.

Please address requests and questions about this or any other issue related to this policy to the Data Protection Officer, email: info@oliveraccountancy.co.uk

Right to restrict processing:

You have the right to stop or limit processing of your personal data. When processing is stopped, we're permitted to store the personal data but not to further process it.

If you request that your data processing be processed in limited circumstances, we'll store the information we still need to process your data within these limited parameters and a note detailing the request to limit processing to ensure we don't contact you again in the future.

Please address requests and questions about this or any other issue related to this policy to the Data Protection Officer, email: info@oliveraccountancy.co.uk

Right to withdraw consent:

You have a right to object by withdrawing your consent at any time, although this will not affect the lawfulness of any processing carried out before the withdrawal. Nor will it affect any processing undertaken on other lawful grounds.

Right to make a complaint to the supervisory authority:

You have the right to make a complaint to the Information Commissioner's Office (ICO):

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF

United Kingdom

Tel: +44 (0)303 123 1113 (local rate)

Web: ico.org.uk

Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

We may also notify you of changes to our privacy policy by email.

Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

Contact

If you have any questions about this privacy policy or our treatment of your personal information, please write to us by email to info@oliveraccountancy.co.uk